

AUTOMATED SERVICE CHANGE RECOMMENDATIONS FOR WIRELESS NETWORK SUBSCRIBERS

ABSTRACT OF THE DISCLOSURE

A method of automatically suggesting service changes for a wireless communications network subscriber is provided. The method includes compiling a record of services used by the subscriber during a time period, determining one or more subscriber usage metrics, comparing the subscriber usage metrics to one or more thresholds, detecting a trigger condition including one or more of the usage metrics exceeding one or more of the thresholds, generating a service change suggestion, and informing the subscriber automatically of the suggested service change using the wireless communications network.